

DISC Newsletter

SECURITY OFFICE

By Larry Kettlewell

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Behind an unmarked (for the moment) door on the 8th floor is an emerging security group known as the Enterprise Security Office (ESO). Until recently, the office was largely an informal one, but with the same present day duties. While to some, the workings of the office may be mysterious, there's really nothing sinister about the day to day tasks of this security group.

The office has a rather broad mandate to protect the state's IT infrastructure. More often than not, the group acts as facilitators or coordinators of security and responds to events as they occur that have security implications for the network. To do this work, the ESO uses high technology to automate proactive countermeasures to keep users safe online. Part of the emerging tasks of the office will be to conduct forensics investigations of intrusions, do vulnerability scanning for agencies, and take part in helping agencies harden their computers both pre and post incident.

One of the measures of success of this operation is that users can safely be online, and conduct business for the state using their computers unhindered by outside hackers with malicious intent, unaware of the ESO's active countermeasures. When the network does at times see intrusions or come under attack, the goal of the office is to be operationally transparent to the user. Just as important is the potential of an internal threat which usually is caused by an individual user who may be careless or otherwise unaware of actions that can cause problems for the network. User awareness has become an issue addressed by a program developed internally for D of A by Alicia Etzel and her group (Thanks Alicia!).

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Charlene Atwood, BAS

Sponsored by:
DISC

Contributors This Month:
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Larry Kettlewell, Sarah Gigous,
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*Comments & Articles should be
directed to:*
Charlene Atwood,

A joint effort by Customer Support and ESO is an online awareness program which can be found at www.ks.gov/sectrain . This is an initial attempt to educate users and will be updated in the future. The information can be useful not only for work, but also from home. In addition, a bulletin board outside the ESO office space known as “the Firewall” will have occasional information items concerning security. (In keeping with the quirky nature of the ESO chief, there’s also space to place humorous items concerning IT/Security humor).

To dispel any misconceptions some may have, despite the wide ranging number of activities, the ESO isn’t “Big Brother” to the average user. It doesn’t read your email, doesn’t disconnect you for emailing to a home account and even though the office discourages Internet Messaging, it doesn’t read that either.

The office is comprised of Larry Kettlewell, Enterprise Security Officer, Janelle Burgardt, Security Analyst, and Rod Blunt, Security Technician.

Employee Information

HAPPY JULY BIRTHDAYS TO:

Janelle Burgardt	Larry Caldwell	LaTonya Drakes	Andy Dworak
Virginia Foley	John Harper	Terry Howarter	John Jones
Bill Kelly	John Lowrey	Julie Niehues	Doug Quinn
Amrutha Ravikumar	Marsha Rogers	Vickie Rogers	Pam Shadduck
Cheryl Shaughnessy	Scott Steves	Pat Tierce	Doug Walsh
Jenny Warner			

Employee Moves

Joe Hennes, Retired June 16, 2006

Jenny O'Brian, resigned as of June 9, 2006

Connie Stroud, Retired June 19, 2006

New Arrivals

Emily and Jason Marsh welcomed
Taylor Camryn Marsh
into their family on May 31, 2006

Welcome New DISC Employees

Janet Hawkins, BDAS
Started June 5, 2006



Sarah Gigous and her husband welcomed
their new granddaughter
Reece Ann
into their family on June 12, 2006



In Sympathy of
Greg Smith's father

KUDOS

BAS:

To: Charlene Atwood

Charlene, this is a GREAT newsletter (May)...and I know how much time and work it takes to put one together. Thank you, Gordon Lansford

BIS:

To: Kevin Tralle

Marsha, I just wanted to say "Thank You" for sending Kevin down to help me this morning. He did a great job helping me palletize 11 boxes onto two skids and shrink wrap them. The boxes weighed anywhere from 110 to 220 pounds each. I couldn't have done it without him. Please extend my thanks to Kevin. His help was greatly appreciated. Thanks again, Pam Rodecap

BOCS:

To: John Jones

Microsoft thanks the following for working with us to help protect customers: John Jones of DISC, State of Kansas for reporting the MHT Memory Corruption Vulnerability (CVE-2006-2385). John got recognition for uncovering a major Microsoft vulnerability.

BOT:

To: Hank Sipple

I really appreciate the emails keeping us up to date on the network availability. It is refreshing to know what is going on. Thanks Dave Larson, Director Computer Services, Kansas Legislature

To: Hank Sipple

Thanks for keeping us informed. That's a very pleasant change! Thanks Ben Nelson, KDOT

Below are a few KUDOS comments from DISC Customers. The communications team has been interviewing customers to strive to improve communications and customer service. We've been conducting internal interviews. Keep up the good work everyone.

BOCS:

To: Randy Drum

I think Randy Drum is excellent. He is very good and he did what we needed of him. He was our computer guy for our group. He does a good job and our people are happy.

BOT:

To: Hank Sipple,

Congratulations Hank. The simple little email you sent out has gained you the Outstanding Customer Service Award of the Week! While most of these people may not have even known that the email server was down for 9 minutes, **ALL** of them now know that in fact it was down, that you were aware of the problem, why it happened, that it was back up in 9 minutes and that you cared enough about their continued service level to take the time to send an email acknowledging all of this. All in all, a perfect example of the level of customer care and service that we are striving for. Thanks again, Charlene Atwood, Joe Hennes, Ivan Weichert Customer Service Team

A job well done!

Customer Service Tips

By: Julie Parisi

Even though the *official* customer service week isn't until October, at DISC, customer service should always be on our minds. That's why it never hurts to brush up on some tips and maybe learn a few new ones. In a work environment that is unrelentingly dependent on its customers, it is vital that all employees are familiar with this saying: "The customer always comes first!"

The receiving end of a customer's wrath is almost the worst place a service provider can find him or herself. Though it may be incredibly frustrating to listen to a customer complain about a wrong you did not intentionally commit, there are ways to diffuse the customer's anger without raising temperatures any higher. Here are a few suggestions that should make your life, and your customer's life, a lot easier.

Allow angry customers to vent and do not interrupt them. Cutting off a customer while he or she is talking is unacceptable in civil conversation, let alone when a customer is irate. Interrupting the customer sends the message that you do not want to fully understand his or her frustration, which of course, you do.

Listen attentively. Asking angry customers to repeat themselves is possibly the worst thing any customer service provider can do. If customers do not feel like you are listening, they will either yell louder, or save their vocal cords and take their business elsewhere.

Accept the blame. While a customer's complaint may not be your fault, excuses will only add fuel to the fire. Whenever possible during the customer's complaint, say "I'm sorry" or "I apologize".

Use the customer's name when addressing him or her. Try and discuss the complaint with the customer like you would with an acquaintance (this way you will remain formal). Address the customer by first name so they will feel more at ease, and more likely to engage in calm conversation.

Make a schedule and stick to it. Customers want to know when their complaint or problem will be taken care of. Try to give them a deadline and stick to it. Make sure it is timely, but also realistic.

Follow-up! *You* should be the one informing the customer that their complaint has been fixed, not the other way around. Contact the customer to make sure everything is working well, and make sure the customer has your contact information on hand if any other problems arise.

Customers can be difficult to please, but if you meet the following demands of customers, you may never need to use the tips mentioned above.

Earn my trust
Inspire me to buy your product/services
Make it easy
Put me in charge
Guide me with expert advice
Be accessible
Get to know me, listen, learn, and study
Exceed my expectations
Check up on me

Good customer service is all about listening to the customer. Do just that, and you will be met with great success!

Trivia of the month

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The month of June is named after the Roman goddess Juno, wife of Jupiter.

June is Children's Awareness Month, National Rivers Month, National Safety Month, National Rose Month, and National Dairy Month.

The World Cup takes place this June for the first time in four years. It is currently underway!

Media specialists predict that 500 million people around the world will watch *each* of the 64 matches.

India refused to play in the 1950 World Cup because FIFA told players that they had to wear cleats, and could not play barefoot.

4.2 million fans are expected to travel to Germany for the duration of the competition.

South American and European countries have won 9 and 8 World Cups respectively. They are the only two continents that have produced World Cup champions.

Brazil won the World Cup for the third time in 1970. This entitled them to keep the trophy permanently, but it was stolen in 1983 and has never been recovered.

-Wikipedia.com

TWENTY COMMANDMENTS FOR A PROFESSIONAL PERSON IN TECHNOLOGICALLY SOPHISTICATED SUBJECT MATTER AREAS

GOING THROUGH OLD BOXES, WE CAME ACROSS THIS FROM NOVEMBER 13, 1984. IT WAS A DOCUMENT THAT STILL RINGS TRUE TODAY.

- ☐ Do not treat others in an authoritarian or condescending manner.
- ☐ Do not monopolize conversations or discussions.
- ☐ Do not pretend to be an expert at all things.
- ☐ Do not meddle in others' areas of responsibility; tend to your own.
- ☐ Do not speak or write for the agency unless told to do so by the agency head.
- ☐ Do not treat others discourteously.
- ☐ Do not fail to hear others; mere listening is not good enough.
- ☐ Do not engage in quiet and/or disruptive rebellion; instead, articulate your concerns to management.
- ☐ Do not pretend there is only one solution to a problem; if such is the case, then the "problem" is most likely improperly conceptualized; always include all options for discussion.
- ☐ Do not "draw lines in the dirt" (e.g., John Wayne style) and implicitly or explicitly dare others to cross that line; if such is the only choice, they may well do just that!
- ☐ Do not withhold critical information from your supervisors, particularly for purposes of enhancing your own importance and/or power.
- ☐ Do not fail to read regularly and often in your area of expected expertise.
- ☐ Do not expect to "win" on every issue compromise is necessary for many reasons –not the least of which is feasibility and success within a given time frame.
- ☐ Do not sneer at others' ideas.
- ☐ Do not treat others' ideas flippantly.
- ☐ Do not treat others' ideas negatively.
- ☐ Do not use jargon and/or acronyms in speech or writing.
- ☐ Do not be "wordy" in your discourse with others; think about what you wish to say and then be succinct in making your point.
- ☐ Do not behaviorally "cute" while presenting your ideas.
- ☐ Do not pretend that your strictly personal preferences are in the public interest.

NASTD Seminar Comes to Topeka

By: Dave Timpany

The NASTD (formerly National Association of State Telecommunications Directors, now just NASTD) held the Midwest Regional Seminar in Topeka earlier this month at the Capitol Plaza hotel. Representatives from six of the eleven Midwestern region states and 14 corporate affiliates attended the July 3rd-6th conference. It was very informative, and a good time was had by all.

NASTD represents telecommunications and technology professionals from the 50 states and the private sector. State members provide and manage state government IT services and facilities for state agencies and other public entities. These include hospitals, prisons, colleges, and universities. These members also play a strategic role in planning and shaping state government communications infrastructures and policies. Corporate members provide communications technology, services, and equipment to state government.

Denise Moore delivered a delightful opening welcome to the seminar Sunday morning. It concluded with a most entertaining list of 'ways you know you might be working in a telecommunications job' (for example, "You get excited about a 3% raise.")

This year's regional seminar included the usual state reports whereby members update each other on activities in their state. Several states discussed their on-going efforts around re-designing their state's IT organizations. Others, such as Kansas, reported their progress on projects discussed last year, and activities planned for the coming year. The most common theme (again!) was **CHANGE**. Everyone is affected by both technical and organizational changes.



In addition to the state reports, Craig Srna presented on Kansas' progress in the 800MHz Re-Banding project. Doug Walsh discussed the advancements of the Kansas WLAN architecture and Rob Hoffman of Verizon Business talked about a state's vision for deploying Enterprise MPLS. Dennis Drogseth of Enterprise Management Associates (EMA) gave a fascinating (and sobering) overview of Network Change Management technology and the major players in that market space.

On Sunday and Monday evening, participants at the conference took part in special events. On Sunday evening, they enjoyed a catered dinner at Topeka Civic Theatre and Academy followed by a hilarious performance of the Sr. Class Improvisational Comedy group. Monday, the group visited the Brown vs. Board of Education Museum and dined at Aboud's restaurant.

The seminar concluded with the traditional business meeting Tuesday morning. Starting in September, Kansas will assume the president's role for the region. The national NASTD meeting will be held at the end of August in Scottsdale, AZ (yes, Arizona in August! That's dedication!).

This year's conference would not have been a success without the valuable help of Charlene and her organizational skills, and the staff of volunteers she lined up to man the registration table. My thanks to Hank Sipple, Craig Srna, Dan Glotzbach, Theresa Duran, and Sandy Lawrence for their assistance.



You Might Be Working in a Telecommunications Job if:

You sat at the same desk for 3 years and worked for 3 different companies

Your company welcome sign is attached with Velcro strips

Your resume is on a diskette in your back pocket

The company logo on your badge is applied with a Post-It note

You have to call home to check the weather

Someone asks you what you do for a living and you lie

You get excited about a 3% raise

You learn about your layoff on the Nightly Business Report

Your biggest loss from a system crash is that you lose your best jokes

You think about how relaxing it would be if you were in jail right now

New Terminologies

A NUMBER OF DIFFERENT APPROACHES ARE BEING TRIED:

We are still guessing.

PRELIMINARY OPERATIONAL TESTS WERE INCONCLUSIVE:

The darn thing blew up when we threw the switch.

TEST RESULTS WERE EXTREMELY GRATIFYING:

We are so surprised that the stupid thing works.

THE ENTIRE CONCEPT WILL HAVE TO BE ABANDONED:

The only person who understood the thing quit.

WE WILL LOOK INTO IT:

Forget it! We have enough problems for now.

PLEASE NOTE AND INITIAL:

Let's spread the responsibility for the screw up.

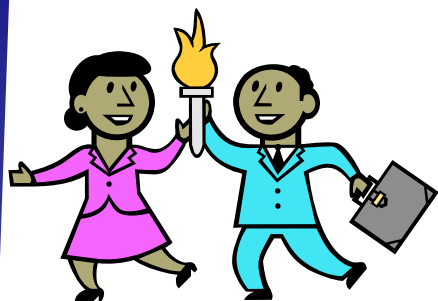
GIVE US THE BENEFIT OF YOUR THINKING:

We'll listen to what you have to say as long as it doesn't interfere with what we've already done.

GIVE US YOUR INTERPRETATION:

I can't wait to hear this bull!





Relay for Life

On Friday, June 2nd, Sarah Gigous participated in The RELAY for Life which is sponsored by the American Cancer Society. She decided this year to dedicate her walk to the DISC family members who are currently dealing with this illness.

Participants raised money by seeking donations and luminary sales. Luminaries are purchased for \$10 and they pay tribute to those lost to cancer and to honor those still fighting. Luminaries are placed around the track symbolizing the hope and perseverance with which we all continue to fight.

The RELAY started with a celebration of survivors taking the first lap. Later in the evening the luminaries which surround the track was lit and names were read throughout the evening. Sara purchased luminaries in honor of **Bryce Warner, Rick Willoughby, Judy Shepherd and Cheryl Caldwell.**

Besides being a fund raising activity, the RELAY was to give us a better understanding of the physical effects, emotions and mental state of a cancer patient while undergoing treatment.

The RELAY begun at sunset—symbolizing someone being diagnosed with cancer. As the evening progresses, it gets colder and darker – this represents the patients' state of mind as they endure the emotions of being a cancer patient.

The time between 1 to 2 am represented when the cancer patient starts treatment. They become exhausted, home sick, not wanting to go on, and possibly wanting to give up.

The time around 4 to 5 am symbolized the completion of treatment for the cancer patient. Once again, they are tired, but they know they can make it.

The sun rising represents the end of treatment for the cancer patient.

They see the light at the end of the tunnel and know that life will go on. The morning light brings on a new day, full of life and excitement for new beginnings.

Thank you, Sarah, for your walk for life.



In Memory of Bryce Warner



Memorial contributions can be made to the Bryce Warner Memorial
Fund/children's college fund,
c/o Landmark National Bank, 6100 SW 21st St., 66615

